

From:

Texas Comptroller of Public Accounts [tx.comptroller@service.govdelivery.com]

Sent: Friday, August 27, 2010 9:56 AM

To: Sherrie Lafollett

Subject: New Contract Vendor for the Procurement Card and Corporate Travel Charge Card Programs



Window on State Government Susan Combs Texas Comptroller of Public Accounts

DATE: August 27, 2010

TO: State Agency, University and CO-OP Program Administrators

SUBJECT: New Contract Vendor for the Procurement Card and Corporate Travel Charge Card Programs

The Texas Comptroller of Public Accounts has awarded a contract for Procurement and Corporate Travel Charge Card services to **Citibank**. The initial term of contract is Sept. 1, 2010, through Aug. 31, 2013, with three one-year renewal options.

Cardholders and program administrators do not need to take any action at this time.

Services from the current vendor, JPMorgan, will continue in full compliance with the contract during the transition based on the 180-day transition clause.

The Comptroller will meet with Citibank in the coming weeks to address the transition and implementation procedures. Future communication from the Comptroller's office will address these procedures.

During this transition period, please keep requests for new cards within an existing program from JPMorgan to a minimum. New card programs should wait for further communication to begin implementation with Citibank. Below are general Frequently Asked Questions (FAQs) that may be of assistance during the interim.

Please contact the Statewide Contract Support Team at chargecardprogram@cpa.state.tx.us or (512) 463-3435 should you have any further questions or concerns.

Agency/CO-OP FAQs

1. What can I expect now that Citibank has been announced as our new contract vendor? Information will be shared with all card program administrators in the coming weeks regarding the transition to the Citibank Commercial Card program.

2. When will the new program transition to Citibank? As the new contract is executed, transition dates will be established and communicated to all state entities.

3. How will we implement the new program? Citibank, along with the Comptroller's office, will communicate a comprehensive plan and execution strategy that will ensure a smooth and efficient transition.

4. We have an application in process with the current vendor. What do we do

now? Please continue utilizing all of your current card program procedures until notified. Please keep requests for new cards within an existing program from JPMorgan to a minimum. New card programs should wait for further communication to begin implementation with Citibank.

5. How is this vendor different from our current vendor? The Citibank Commercial Card program offers the best in the industry program management through CitiManager. All users will have access to the same robust reporting tool that will improve management of your program as well as streamline your reporting needs.

6. My cardholders have questions about the new contract, how do I answer them? See the following section "**Cardholder FAQs**".

Cardholder FAQs

1. Will I need a new card for the new Citibank program? You can continue to use your current card and all of the current processes until dates for transition are announced.

2. What is the date that I have to stop using my current card and use the new Citibank card? As we begin the implementation phase of the new contract, key dates will be provided including the date when you will receive your new card and when your existing card will terminate.

3. Will my vendors accept the new card? Absolutely, Citibank offers acceptance worldwide with 30 million merchant locations in 140 countries.

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